

THE DISTRICT OF COLUMBIA'S

# UNIFIED DISTRICT PLAN FOR SERVICE

OUR EVOLVING GUIDE



SUBMITTED AUGUST 28, 2003

## INTRODUCTION

The Unified District Plan for Service for Washington, DC is the start of a grand collaboration that will result in increased awareness of citywide needs and resources. It has and will continue to strengthen partnerships between organizations to collectively build up our community. We recognize that the plan is an evolving, outreach document to guide us, and that updated revisions are a necessary part of the process. This is only the beginning.

Our plan focuses on three important priorities: youth, emergency preparedness, and community building. These shared priorities reflect the needs of our community and the vision of dozens of leaders who have convened since January of 2002 to determine how to best strengthen the ethic of service in the District of Columbia.

Home to nearly 600,000 people, Washington, DC acts as a city, a state, and the seat of our nation's federal government. It is a diverse city characterized by extremes in wealth and poverty, multiple public health problems, and a unique government structure. While the District ranks second highest in per capita personal income in America, it also ranks third highest in overall poverty rates and the highest in poverty rates for children.

According to a study done by the Urban Institute (September 1999), large fractions of youth in most parts of the District of Columbia receive public assistance, have low academic test scores, poor physical and family health, and high criminal victimization and arrest rates. Furthermore, involvement of youth in out-of-school services in the District appears low in all locations except for the downtown and upper northwest area.

Youth are a vital part of our community. We recognize the overwhelming need to assist our youth and to not only increase, but also significantly improve services for youth. Engaging our youth enhances their service efforts and further fosters sustainable community change. We believe that offering significant support for youth through literacy tutoring, adult partnerships, and increased opportunities to serve is an important step in developing civic responsibility and good character.

As evidenced by the events of September 11, 2001, Washington, DC is a city at serious risk of an assault. While the city is fortunate to have strong volunteer coordination and disaster response organizations, no system is in place for effectively and efficiently coordinating both of these efforts. Our second priority in the Unified District Plan for Service is emergency preparedness and response.

Our city needs to prepare for the possibilities of future attacks and, furthermore, all levels of disasters by creating a Citywide Strategic Volunteer Emergency Response Plan that is organized, comprehensive, and tested. A major component of this plan is creating an infrastructure that can aptly respond to a high volume of citizens who want to volunteer during a disaster.

The citizens of the nation's capital are active and committed to service. Thousands of residents have given up weekend and evening time to join others in Citizen Summit activities to discuss and prioritize needs and to provide input into the city's strategic plan. More than 1,500 community members volunteer each month through the Washington, DC volunteer center, Greater DC Cares.

More than 22,000 people of all ages and backgrounds are helping to solve problems and strengthen communities through 74 national service projects across the District of Columbia. They serve through local nonprofits, schools, religious organizations and local colleges and universities. These citizens tutor and mentor children, coordinate after-school programs, build homes, organize neighborhood watch groups, clean parks, and recruit volunteers to improve communities.

This year, AmeriCorps will provide more than 1,000 individuals the opportunity to spend a year serving in the District of Columbia communities. In return, AmeriCorps members receive an education award of up to \$4,725 to help pay for college or pay back student loans. To date, more than 600 District of Columbia residents have qualified for education awards totaling more than \$2,600,000. AmeriCorps members serve in AmeriCorps\*VISTA (Volunteers in Service to America), the AmeriCorps\*NCCC (National Civilian Community Corps), and national and local nonprofits including City Year, Heads Up, and Earth Conservation Corps.

Through the National Senior Service Corps, more than 800 seniors in the District of Columbia contribute their time and talents in one of three programs; Foster Grandparents, who serve one-on-one with more than 600 young people who have special needs; Senior Companions, who help more than 200 other seniors live independently in their homes; and Retired and Senior Volunteer Program (RSVP) volunteers, who work with more than 100 local groups to meet a wide range of community needs.

Learn and Service America provides schools, colleges, and community organizations with grants for service-learning that help make it possible for more than 20,000 District of Columbia students from kindergarten through college to meet community needs while improving their academic skills and learning the habits of good citizenship. The District of Columbia Public School System requires students to perform 100 hours of community service in order to graduate from high school. This requirement, the first state/jurisdiction service requirement, has been in place since the 1995 school year. Since that time, the nearly 6000 graduated seniors have contributed nearly 1 million hours of service to the community. Learn and Serve has engaged 6,000 students and 250 teachers in service-learning activities, and has awarded 27 sub grants of \$500 to schools throughout the District. The District will continue its

Service Learning Youth Council; continue its partnership with community organizations to provide training and support to schools and students; and link service-learning with appropriate district-wide educational initiatives such as School-to-Careers. Learn and Serve was originally a part of DCPS, it is now begin transferred to the State Education Office with support from DCCNCS The goals of the program will continue to be tied to its partnerships with the community and community organizations and district-wide educational initiatives.

The faith based community is also engaging District citizens in service opportunities. The All Faith Consortium (AFC), a formal group of more than 60 churches, synagogues mosques, and non-profit social service organizations, support the efforts of the District Departments of Human and Employment Services. Members of AFC provide educational training, job services, case management and intensive home visitation/mentoring programs for hard-to-employ residents, non-custodial parents, long-stayers and other TANF (temporary assistance to needy families) recipients who are at risk of sanctioning, or losing their benefits. AFC members also provide district residents whom are the victims of the September 11<sup>th</sup> tragedy, TANF recipients, low income families and other displaced workers with information, resources and referral service in all of the Department of Employment Services (**DOES**) local “One Stop Centers.” Other daily services of this group include customer advocacy and legal services, economic security and recovery (e.g., emergency food, clothing, utilities, housing, and transportation assistance, job training and placement, etc.).

As evidenced by community involvement such as the Citizen Summits and programs described above, the citizens of the District are willing to serve to help their community and we want to foster that willingness. Our third strategic goal in the Unified District Plan for Service is community building. We want to increase research, communication, and opportunities for the community to use service as a vehicle for change.

## **BACKGROUND AND UNIFIED STATE PLAN PROCESS**

Section 178(e) (1) of the National and Community Service Act of 1990, as amended, states that a commission shall be responsible for preparation of a national service plan for the state. The unified state plan should be developed through an open and public process that provides for maximum participation and input from national service programs with the state and other interested members of the public. It must cover a 3-year process and be updated annually. The plan is required to ensure outreach to diverse community-based agencies that service underrepresented populations. The unified state plan should also contain such information as the State Commission considers being appropriate or as the Corporation may require.

Used as a vehicle through which each state will create a broad vision for promoting national service and volunteering, the unified state plan is also intended to build a solid infrastructure of high quality programs and support services and enhance communication among collaborating partners dedicated to service. Through broad-based involvement of diverse stakeholders, a shared vision and priorities emerge that will ultimately make national and community service a strategy for addressing local problems.

The three primary partners – The DC Commission on National and Community Service, the Corporation for National and Community Service State Office, and the Learn and Serve Office, originally a part of DCPS, it is now begin transferred to the State Education Office with support from DCCNCS – met in preparation for the first ever Unified District Plan for Service for the District of Columbia in the fall of 2001. Outreach to local partners and the public began in the first part of the year, with the first official planning meeting on February 19, 2002. Since then, working groups have been meeting regularly to ensure a comprehensive, coordinated, and collaborative approach to give serious attention to the plan.

On November 20, 1999, the first Citizen Summit was held at the Washington Convention Center with more than 3,000 District residents, community leaders and government officials participating together to craft a unified vision for the city. Through trained facilitators in small groups, citizens chose the following five priority areas for the city: Strengthening Children, Youth, Families and Individuals; Building and Sustaining Healthy Neighborhoods; Promoting Economic Development; Making Government Work; and Enhancing Unity of Purpose and Democracy. Citizen Summit II was held October 6, 2001, when citizens met again to help set priorities for the District and their neighborhoods and shape the Citywide Strategic Plan. The District is re-affirming its support for community service and engagement this year; the focus of Citizen Summit III, on November 1, 2003, will be Community Engagement and Partnerships.

The leading partners and stakeholders realize the value of the feedback from these summits, and have used the data from these events to develop an articulate, innovative Unified District Plan for Service. The priorities of District residents along with current community needs remain important factors in the strategic planning to make service programs and service delivery in the District of Columbia more focused and more effective.

Although the DC Commission on National and Community Service is officially submitting the Unified District Plan for Service, the plan is viewed as a collective vision of collaborative partners in the District of Columbia. The vision, priorities, and strategic goals of the plan are driven by this group of partners and conceptualized as a citywide plan for strengthening volunteerism and service. The Unified District Plan for Service will serve as an evolving document to guide partners in focusing efforts around the shared priorities.

It is our combined efforts of communication, coordination, and cooperation with each other to build a community that truly embraces an ethic of service.

In 2003 the Unified District Plan for Service was updated to illustrate the progress the partners have made towards our goals. The new plan also takes into consideration new timelines for a number of our continuing goals. Reflective of almost two years of planning and implementation, this plan strives to be an ever evolving system of the way the Unified District Plan Partners work on a daily basis.

## TIMELINE

February 19, 2002      Unified District Plan for Service Kick Off Meeting

- Built a foundation for stakeholders to be included in development of Unified State Plan. Gave overview and purpose of plan to stakeholders. Created open dialogue of shared priorities between partnering agencies and stakeholders. Began gathering data about activities and resources stakeholders are bringing to the table. Recruited smaller working group.

April 4, 2002              First working Group Meeting

- Top priorities from kick off meeting were exchanged. Began working on vision statement. Suggested structure for plan was discussed.

April 18, 2002            Second Working Group Meeting

- Reviewed timeline. Discussed effective process for community feedback. Agreed on shared vision statement. Began working on shared priorities.

April 18-May 2, 2002    Gathered Feedback from Stakeholders

May 2, 2002              Third Working Group Meeting

- Reviewed and revised shared vision statement. Agreed on shared priorities: youth, emergency preparedness and response, and community building. Began working on strategic goals.

May 9, 2002              Subcommittee Meeting on Shared Priorities

May 10, 2002             Subcommittee Meeting on Strategic Goals

May 16, 2002            Fourth Working Group Meeting

- Reviewed outline of draft. Worked on shared strategic goals in small groups.

May 16-May 30, 2002 Gathered Feedback from Stakeholders

May 30, 2002 Fifth Working Group Meeting

- Agreed on shared strategic goals. Began working on next steps. Reviewed first draft of plan. Discussed other sections of plan such as background, partners, etc.

June 13-June 27, 2002 Gathered Feedback from Stakeholders

June 18, 2002 Half-day Meeting on Strategic Goal I: Youth

June 19, 2002 Two Half-day Meetings on Strategic Goals I & II: Emergency Preparedness and Community Building

June 24, 2002 Review Meeting – Disabilities

- Met with Donald Galloway, President of the National Federation of the Blind, Chair of the DC Statewide Independent Living Council, and one of our Commissioners, to ensure that those with disabilities are effectively included in plan. Reviewed goals and action steps.

June 26, 2002 Review Meeting – Literacy Tutoring

- Reviewed literacy tutoring initiative.

June 27, 2002 Seventh Working Group Meeting

- Reviewed final draft of Unified District Plan for Service. Discussion of next steps.



June 28, 2002          Review Meeting – Faith Based

- Met with Marvin Muhammad, Chairman of All Faith Consortium, Inc. and one of our Commissioners, to ensure that the faith based community is effectively included in plan.

Late July                  Unified District Plan for Service Meeting

- Review goals and action steps. Move forward on pertinent issues.

Aug 2003                Met with working group to approve updates to Plan

Sept 2003              Submitted Updated Unified District Plan for Service to the Corporation for approval.

## **COLLABORATIVE PARTNERS TO THE UNIFIED DISTRICT PLAN FOR SERVICE**

The three part leadership team for the Unified District Plan for Service includes the DC Commission on National and Community Service, the Corporation for National and Community Service State Office, and the Learn and Serve Office, originally a part of DCPS, it is now begin transferred to the State Education Office with support from DCCNCS

### **DC COMMISSION ON NATIONAL AND COMMUNITY SERVICE:**

The DC Commission on National and Community Service (DC-CNCS) was established by an Executive Order of Mayor Anthony A. Williams on July 21, 2000, and is housed in the Executive Office of the Mayor. The mission of the DC Commission on National and community Service is *to strengthen and promote the District of Columbia's spirit of service through partnerships, national service and volunteerism*. Roles of the DC-CNCS include developing partnerships among civic groups, government agencies, educational institutions, nonprofit organizations, faith-based organization and the business community; administering AmeriCorps and Community-Based Learn and Serve programs in the District and facilitating collaboration among all streams of national service including Service Corps, National Civilian Community Corps (NCCC) and Volunteers in Service to America (VISTA); and encouraging citizens of all ages and backgrounds to participate in volunteer service which addresses community needs.

### **CORPORATION FOR NATIONAL AND COMMUNITY SERVICE STATE OFFICE:**

The Corporation for National and Community Service was created by the National and Community Service Trust Act of 1993. Its purpose is to engage Americans of all ages and backgrounds in community service through its three foremost programs: AmeriCorps, Learn and Serve America, and the Senior Corps. State Offices develop, implement, and monitor the Corporation's Senior Corps grants and AmeriCorps\*VISTA projects.

### **LEARN AND SERVE OFFICE,**

Learn and Serve America provides schools, colleges, and community organizations with grants for service-learning that help make it possible for more than 20,000 District of Columbia students from kindergarten through college to meet community needs while improving their academic skills and learning the habits of good citizenship. The District of Columbia Public Schools requires students to perform 100 hours of community service in order to graduate from high school. This requirement, the first state/jurisdiction service requirement, has been in place since the 1995 school year. Since that time, the nearly 6000 graduated seniors have contributed nearly 1 million hours of service to the community. Learn and Serve has engaged 6,000 students and 250 teachers in service-learning

activities, and has awarded 27 sub grants of \$500 to schools throughout the District. Learn and Serve was originally a part of DCPS, it is now begin transferred to the State Education Office with support from DCCNCS

In order to make our Unified District Plan for Service inclusive and truly be a citywide plan, the leadership team enlisted involvement and support from a range of community leaders. Outreach will be continued to further involve more local colleges and universities as well as a number of smaller organizations. The following is a list of community partners who were instrumental in the vision of service for Washington, DC:

**THE ALL FAITH CONSORTIUM:**

The All Faith Consortium (AFC) is a formal group of more than 60 churches, synagogues, mosques, and non-profit social service organizations with an average of 15 years of experience using innovative approaches to assist long term TANF recipients, low income and other needy people in achieving self-sufficiency in the areas of employment/training literacy, and other life sustaining benefits. The AFC local outreach missionaries and church member organizations are located in each ward through out the city of Washington, DC and have become adept at assisting district residents in completing personal and spiritual assessments geared at making family, employment, training and financial decisions that positively impact their lives.

**AMERICAN RED CROSS, NATIONAL CAPITAL CHAPTER:**

The American Red Cross, National Capital Chapter, helps the people of our community prevent, prepare for, and respond to emergencies that may be local, state-level, national, or international in nature. The fundamental principles of the International Red Cross are humanity, impartiality, neutrality, independence, voluntary service, unity, and universality.

**AMERICA'S PROMISE — THE ALLIANCE FOR YOUTH:**

America's Promise was founded after the Presidents' Summit for America's Future, April 27-29, 1997, in Philadelphia. Their call to action included a commitment on the part of the Nation to fulfill the Five Promises: ongoing relationships with caring adults in their lives - parents, mentors, tutors, or coaches; safe places with structured activities during non-school hours; healthy start and future; marketable skills through effective education; and opportunities to give back through community service.

**AMERICAN UNIVERSITY, CENTER FOR COMMUNITY SERVICE:**

The Center for Community Service supports student volunteerism, service learning and community development through a range of programs, opportunities and resources. Its mission is to help the American University community to turn ideas into action...and action into service. One program, the Freshman Service Experience (FSE), has had more than 3,600 students participate. It is a four-day program built on community service, academic changes, leadership development, and orientation to American University and

Washington, D.C. Another program, the Community Service Learning Program (CSLP) provides undergraduate students an opportunity to connect classroom theory with real life lessons through voluntary service in the community.

#### **AMERICORPS★NATIONAL CIVILIAN COMMUNITY CORPS**

AmeriCorps★NCCC (NCCC) is a ten-month, team-based, full-time residential program for young adults ages 18-24. Teams of approximately 10-15 Corps Members are deployed, within their campus' assigned geographic region, to serve on 2–8 week projects designed by community sponsors to meet community needs. The Capital Region includes Virginia, West Virginia, Ohio, Pennsylvania and the District of Columbia, and is served by the DC campus, which has over 130 active Corp Members. NCCC focuses on projects, which protect and conserve natural resources, promote public safety, and help meet the educational and human needs of children and adults in the community. Our projects range from restoring streams to building low-income housing, and from converting vacant lots into community gardens to working in tandem with federal agencies to support disaster relief efforts.

#### **CITY YEAR DC:**

City Year seeks to demonstrate, improve and promote the concept of national service as a means for building a stronger democracy. It does this by running a full-time youth service corps; engaging citizens in service through large-scale, high-impact community events; and leading discussion and development of national service policies and initiatives. City Year's vision is that one day the most commonly asked question of a young person will be, "Where are you going to do your service year?"

#### **DC EMERGENCY MANAGEMENT AGENCY:**

Emergency Management Agency (EMA) coordinates the city's response to disasters, emergencies, severe weather conditions, and other catastrophic events. EMA also has primary responsibility for ensuring that the city is safe from hazards of all types. The agency also provides disaster preparedness training for city employees and other interested persons. Members of the agency's operations staff monitor all activity in the city including weather conditions, fires and other emergencies, and special events including the many marches, rallies, and demonstrations which occur each year in the Nation's Capital.

#### **DC STATEWIDE INDEPENDENT LIVING COUNCIL:**

The mission of the District of Columbia Statewide Independent Living Council is to use its collective advocacy power and legal mandate to develop and secure public policies that ensure civil rights and expand options for all people with disabilities and to promote a philosophy of independent living. The goals of the organizations are to change systems in order to improve independent services and programs for the civil rights, self-empowerment and full integration for people with disabilities into mainstream society.

**DC VOLUNTARY ORGANIZATIONS ACTIVE IN DISASTER:**

District of Columbia Voluntary Organizations Active in Disaster (DCVOAD) coordinates planning efforts by local voluntary organizations that respond to disaster. It was incorporated in 1999 as a non-profit corporation to establish a process for involving member organizations in the mitigation of, preparedness for, response to, and recovery from major disasters, in concert with the District of Columbia, federal and private sector emergency operations plans.

**EARTH CONSERVATION CORPS:**

AmeriCorps members serve their communities by creating and maintaining community waterfront parks and the Anacostia Riverwalk; educate community visitors, in-school, and after-school groups about the Anacostia River with visual displays and by guiding community boat trips up the river. Additionally, AmeriCorps members work with community volunteers and local students interested in reclaiming the Anacostia watershed and water quality monitoring. Lastly, Eagle Corps members act as community role models in their own neighborhoods and become ambassadors for their community treasure, the Anacostia River with its habitat and wildlife.

**GREATER DC CARES:**

As the District's volunteer center, Greater DC Cares is the largest coordinator of volunteer services in the Greater Washington region, connecting individual, family, and business volunteers to more than 120 community service partners. Greater DC Cares enables nonprofits to maximize social impact and businesses to develop and implement volunteer programs that benefit both the community and their business's bottom line. This organization delivers more than 100,000 volunteer hours to the community each year and has been a constant supporter of national service initiatives.

**HEADS UP:**

Founded in 1996, Heads Up is a non-profit organization that runs education and enrichment programs for children and families living in the most under-resourced parts of Washington, D.C. Heads Up draws particularly on the untapped potential of the city's college students as its tutors, teachers, and mentors. At the same time, Heads Up helps college students understand their social responsibilities and trains them in the leadership skills to carry them out. Efforts include daily after-school and summer programs for elementary school students, weekly college and job readiness activities for teenagers, and a service-learning curriculum for college students.

**THE NATIONAL AMERICORPS ASSOCIATION:**

The National AmeriCorps Association, the national alumni organization for individuals who served as AmeriCorps members, is building a national network of alumni and friends who ensure that AmeriCorps is a year in a lifetime of service. It advances this

mission by meeting the needs of AmeriCorps alumni; building support for national service and AmeriCorps; and upholding the ethic and practice of community service.

**NEIGHBORHOOD ACTION:**

Neighborhood Action (NA) is a mayoral-initiative that links the voice of citizens with the District's Strategic Plan and resource allocations through a two-year performance management cycle. Citizens are empowered to improve their communities by mobilizing and coordinating the resources of government, businesses, nonprofits, and the faith based community, neighborhood leaders, and citizens themselves. Neighborhood Action has held several Citizen Summits so that citizens can help set priorities for the District and their neighborhoods.

**OFFICE OF PARTNERSHIPS AND GRANTS:**

The Mayor's Office of Partnerships and Grants Development (OPGD) advances the District of Columbia's strategic plan and improves the quality of life for residents of our nation's capital. This goal is reached by establishing partnerships between public and private, for-profit and nonprofit organizations and pursuing financial support and technical assistance from public and private sources

**THE UNIVERSITY OF THE DISTRICT OF COLUMBIA, COMMUNITY OUTREACH AND EXTENSION SERVICES:**

Community Outreach and Extension Services (COES) has been designed to provide the Metropolitan Washington Area population with a wide range of educational and training offerings, some of which are supported by grants or contracts, while others are fee based. These offerings are intended to improve the quality of life and meet the diverse needs for people they serve. As the District's only public university, the University of the District of Columbia strives to enrich the availability of vocational and academic experiences, including adult education for pre-college populations. It is a goal of COES to meet the unique educational and training needs of the residents of the District of Columbia.

## SHARED VISION STATEMENT

*“Our vision is to be a community that embraces an ethic of service and empowers residents to work together with unity of purpose.”*

## SHARED PRIORITIES

I. Youth

II. Emergency Preparedness and Response

III. Community Building

## STRATEGIC GOALS

Organization acronyms:

**AFC:** All Faith Consortium, Inc.

**AU:** American University, Community Service Center

**CNCS:** The Corporation for National and Community Service State Office

**DCCNCS:** The DC Commission on National and Community Service, Executive Office of the Mayor

**DC-SILC:** DC Statewide Independent Living Council

**EMA:** DC Emergency Management Association

**GDCC:** Greater DC Cares

**LS:** Learn and Serve, originally a part of DCPS, it is now being transferred to the State Education Office with support from DCCNCS

**MPD:** Metropolitan Police Department, Police Reserve Corps

**NA:** Neighborhood Action, Executive Office of the Mayor

**OPGD:** Office of Partnerships and Grant Development

**Red Cross:** American Red Cross, National Capital Chapter

**UDC:** University of the District of Columbia

**UDPS Partners:** Unified District Plan for Service Partners

**VOAD:** DC Volunteer Organizations Active in Disaster



<b>Strategic Goal I: YOUTH</b>	<b>Leader</b>	<b>Supporters</b>	<b>Date</b>	<b>Action Taken</b>
<b>To convene a network of literacy tutoring providers that actively collaborate on training, service delivery, evaluation, and resource development.</b>	CNCS	DCCNCS		
Assemble CNCS funded programs for focus groups.	CNCS		DONE	<i>Completed through the Literacy Coalition, and the Coalition's initial meetings.</i>
Host forums with community residents and community and faith based organizations (schools, literacy councils, libraries), who are active in literacy tutoring initiatives.	CNCS		DONE	<i>Completed through the Literacy Coalition, and the Coalition's initial meetings.</i>
Inventory where literacy tutoring services are being delivered in the District.	CNCS	DCCNCS GDCC, Heads Up	DONE	<i>Completed through the online directory via the Literacy Coalition.</i>
Seek resources to support a coordinated literacy initiative.	CNCS	OPGD, DCCNCS	2004	<i>The process was begun with a survey.</i>
Identify best practices locally and nationally.	CNCS	OPGD	2004	<i>A listserv was created to help identify best practices.</i>
Share and strengthen volunteer training plans among organizations.	CNCS	CNCS w/DCCNCS	2004	<i>Sharing begun over listserv.</i>
Give referrals and technical support to providers.	CNCS	DCCNCS	2004	<i>Referrals have been giving through Literacy Training events.</i>
Identify current literacy tutoring trainers and compile "bank" of trainers.	CNCS	DCCNCS, LS	2004	<i>A database has been initiated using the information gathered from the initial surveys.</i>
List quality indicators of training for all providers to use as a basic guideline.	CNCS	DCCNCS, LS	2004	
Provide general training for volunteer tutors.	CNCS	DCCNCS, LS, GDCC	DONE	<i>Accomplished ahead of schedule, tutors continue to be trained.</i>

Host brown bag luncheons with literacy tutoring related topics.	CNCS	DCCNCS	2004	<i>Literacy meetings have in the past, and will continue to serve this purpose in the future.</i>
Conduct an annual literacy tutoring conference or have a literacy tutoring track at the District service conference.	CNCS	DCCNCS, LS, Heads Up	2005	

**Targeted Outcomes:**

- Guide listing literacy tutoring services in the District of Columbia with location, contacts, and general description of programs. *Will be compiled utilizing the database created by the Listserv.*
- Resource guide for literacy tutoring providers, including materials and training opportunities. *The listserv functions as an ongoing, current, and updatable resource guide.*

<b>Increase opportunities and improve systems for citizens volunteering in schools.</b>	<b>DCCNCS</b>	LS, GDCC		
Secure private donation to support school volunteerism initiative.	<b>DCCNCS</b>	OPGD	2003	<i>The Commission's Resource Development Committee is currently working on securing donations. All subsequent steps require completion of this step before further action.</i>
Inventory the current state of volunteering in the schools, including numbers and locations.	<b>DCCNCS</b>	LS	2003	<i>Awaiting Funding</i>
Survey volunteers and school staff to determine strengths and weaknesses of current process.	<b>DCCNCS</b>	LS	2003	<i>Awaiting Funding</i>
Identify appropriate adaptive technology and training for volunteers with disabilities.	<b>DCCNCS</b>	DC-SILC	2003	<i>Awaiting Funding</i>
Research best practices for volunteerism in schools in other cities.	<b>DCCNCS</b>	LS	2003	<i>Awaiting Funding</i>
Develop a blueprint for improving volunteer involvement/services.	<b>DCCNCS</b>	LS	2004	<i>Awaiting Funding</i>
Recruit persons with disabilities to be role models for children with and without disabilities.	<b>DCCNCS</b>	DC-SILC	2004	<i>Awaiting Funding</i>
Create organizational and school agreements.	<b>DCCNCS</b>	LS, UDPS Partners	2004	<i>Awaiting Funding</i>
Design a process to route volunteers to the appropriate community or faith based organizations and schools.	<b>DCCNCS</b>	LS, GDCC	2004	<i>Awaiting Funding</i>
Ensure adequate training and preparation is provided.	<b>DCCNCS</b>	LS, GDCC	2005	<i>Awaiting Funding</i>
Promote volunteerism in schools to the community.	<b>DCCNCS</b>	GDCC	2005	<i>Awaiting Funding</i>

**Targeted Outcomes:** *Awaiting funding*

- Clear "map" and central point of volunteerism projects in schools.

- Specific blueprint developed for the District of Columbia's volunteer involvement in the school system.
- Pilot created in at least five schools throughout the city.
- Clarify a central point for volunteerism in schools.

<b>Increase and enhance opportunities for youth to serve.</b>	LS*	GDCC, NA, DCCNCS		
Work with Youth Advisory Council to survey youth about their service preferences.	DCCNCS	GDCC, NA	DONE	<i>A relationship has been initiated, and the Commission is waiting for the YAC to organize and will continue the relationship at that time.</i>
Identify youth volunteerism opportunities at community and faith based organizations.	LS	GDCC, AU	DONE	<i>The Commission's website now has a Just for YOUth page that will help to direct youths to service opportunities.</i>
Assess types of support systems, i.e. transportation, emotional support, for youth with disabilities to volunteer.	LS	DC-SILC	2003	
Promote recognition initiatives for youth engaged in service (President's Service Scholarships, Mayor's Monthly Community Service Award, etc.)	LS	GDCC, DCCNCS, AU	DONE	<i>The Mayor's Monthly Community Service Award has been awarded multiple times as has the Prudential Spirit of Service Award has also been awarded.</i>
Inventory current service related teacher training opportunities.	LS		2004	<i>Dates were changed to reflect scheduling.</i>
Increase teacher training opportunities related to service learning.	LS	GDCC, AU	2004	<i>Dates were changed to reflect scheduling.</i>

\*While Learn and Serve is the leader, note that the other school systems, including charter, independent, private, and local college and universities, will be contacted and included throughout the process.

#### **Targeted Outcomes:**

- A report on state of youth volunteerism in the District of Columbia.
- Resource guide created and distributed to youth that identifies opportunities to volunteer in at least 10 community and faith based organizations. *The DCCNCS website now has a "Just for YOUth" page. The page provides youths with a way to locate applicable service organizations.*

<b>Strategic Goal II: Emergency Preparedness and Response</b>	<b>Leader</b>	<b>Supporters</b>	<b>Date</b>	<b>Action Taken</b>
<b>Establish a Citizen Corps Council.</b>	<b>DCCNCS</b>	Citizen Corps Council		
Recruit, train, and place 700 volunteers to support our city in homeland security activities	<b>DCCNCS</b>	Citizen Corps Council	<b>DONE</b>	<i>After the last UDPS was submitted, but before a grant was received for Citizen Corps, the number of volunteers was reduced to 700. That number was exceeded by August 2003.</i>

**Targeted Outcomes:**

- Base of volunteers prepared to make our communities safer. *Citizen Corps now has a base of 752 trained volunteers.*

<b>Strengthen homeland security efforts at the District and neighborhood level.</b>	<b>DCCNCS</b>	Citizen Corps Council, GDCC, Red Cross, EMA, VOAD		
Promote volunteer options through the Citizen Corps Volunteer Programs.	<b>DCCNCS</b>	GDCC, Red Cross, EMA, VOAD	<b>DONE</b>	<i>All programs associated with the Citizen Corps Council are applicable.</i>
Register 50 Neighborhood Watch Programs.	<b>DCCNCS</b>	Citizen Corps Council, MPD	<b>2004</b>	<i>This goal was clarified by the Citizen Corps Council, to provide the council with a specific goal.</i>

**Targeted Outcomes:**

- Increased awareness of and participation in homeland security volunteer options.

<b>Create a Citywide Strategic Volunteer Emergency Response Plan for disaster preparedness and relief.</b>	DCC, GDCC	VOAD, NCC, Red Cross, EMA		
Convene community groups to guarantee coordinated volunteer response to disaster.	GDCC, DCCNCS	Citizen Corps Council	DONE	<i>The Citizen Corps Council's working group drafted a plan to coordinate responses.</i>
Create multi-phased, flexible Citywide Strategic Volunteer Emergency Response Plan that coordinates with other disaster response plans on a neighborhood, local, and regional level.	DCCNCS EMA	Citizen Corps Council	DONE	<i>The Citizen Corps Council's working group drafted a plan to coordinate responses.</i>
Confirm that the Neighborhood Corps Working Group Plan includes identifying where citizens with disabilities reside and their needs during a disaster.	DCCNCS	Citizen Corps Council	DONE	<i>The Neighborhood Corps Working Group's plan, rather than the Citywide Strategic Volunteer Emergency Response Plan, is the way to identify.</i>
Redefine emergency response volunteer management infrastructure.	GDCC	Citizen Corps Council, DCCNCS	DONE	<i>The Citywide Strategic Volunteer Emergency Response Plan defined the infrastructure.</i>
Test response plan to ensure effectiveness.	DCCNCS EMA	Citizen Corps Council	DONE	<i>The Plan's effectiveness was tested during the February '03 Blizzard. Citizen Corps partners served 33 schools and learning centers and 34 senior citizens. They also helped transport patients for dialysis.</i>

#### **Targeted Outcomes:**

- Clear communication of roles, responsibilities, and protocol between organizations active in disaster response and recovery. *The Citizen Corps Council's draft plan delineates roles, responsibilities, and protocol.*
- Citywide Strategic Volunteer Emergency Response Plan printed and distributed to citizens and organizations.

<b>Improve volunteer recruitment and management.</b>	GDCC, DCCNCS	EMA, Red Cross, VOAD		
Provide training for volunteer needs assessment during the initial period of a disaster site.	GDCC	Red Cross	DONE	<i>Volunteers were trained through the Community Emergency Response Team (CERT) program.</i>
Develop volunteer management infrastructure and technology to handle large volumes of volunteers.	GDCC		DONE	
Recruit and manage unaffiliated, spontaneous volunteers to participate in disaster preparedness and relief activities.	GDCC		DONE	<i>This step was put into action during the February '03 Blizzard, citizens with 4-wheel drive vehicles were recruited to transport people and medications when needed. AmeriCorps program members were called in as trained community volunteers.</i>
Recruit and manage affiliated, trained volunteers to participate in disaster preparedness and relief activities.	GDCC		DONE	<i>This step was put into action during the February '03 Blizzard, trained citizens utilized their expertise.</i>

#### **Targeted Outcomes:**

- Developed infrastructure for mass number of volunteers. *The Citizen Corps coordinates mass numbers of volunteers.*
- Increased number of trained volunteers. *752 volunteers have been trained through Citizen Corps.*
- Clear understanding of roles and increased communication between organizations that handle emergency preparedness and response. *The Citizen Corps' working groups' draft plan delineates roles and provides for increased communication.*



<b>Provide adequate training for disaster volunteers.</b>	Red Cross, GDCC, EMA	DCCNCS		
Create training guidelines based on past disaster experiences.	Red Cross	GDCC, EMA	DONE	<i>Guidelines have been developed.</i>
Provide training for Neighborhood Citizen Corps members.	Red Cross, GDCC		DONE	<i>The developed guidelines have been implemented in "Train the Trainer" programs.</i>

**Targeted Outcomes:**

- Training guide published and distributed. *Training guides have been distributed at various training events.*

<b>Strategic Goal III: Community Building</b>	<b>Leader</b>	<b>Supporters</b>	<b>Date</b>	<b>Action Taken</b>
<b>Host Community Issue Forums related to service.</b>	NA	DCCNCS		<i>The Washington, DC Citizen Summit III will be held on Nov. 1, 2003. The summit will focus on issues related to service, and, in many ways, will meet the steps set forth in this goal.</i>
Identify core team of leaders (ANCs, Commissioners, staff, etc.) to conduct forums.	NA	DCCNCS	2003	<i>Citizen Summit</i>
Create talking points and guidelines for a comprehensive facilitator packet.	NA	DCCNCS	2003	<i>Citizen Summit</i>
Train core team.	NA	DCCNCS	2003	<i>Citizen Summit</i>
Host series of dialogs with community and faith based organizations (civic associations, churches, PTAs, Rotary, 100 Black Men, fraternities and sororities, DC-SILC, National Federation for the Blind, etc.).	NA	UDPS Partners	2004	
Compile shared information and report back to partners and community.	NA	DCCNCS	2004	

**Targeted Outcomes:**

- Knowledge Paper that describes lessons learned from each dialogue.
- Summary Paper that details lessons from all dialogs held and includes a community resource “map.”

<b>Provide capacity and skill building training to community, faith based, service, and educational organizations.</b>	<b>DCC</b>	GDCC, OPGD, UDC		
Provide Neighborhood College course opportunities.	NA		2003	
Host a citywide conference related to service and volunteerism.	<b>DCCNCS</b>	GDCC, OPGD, UDC	2004	
Identify focus of the conference.	<b>DCCNCS</b>	UDPS Partners	2004	
Create logistics plan.	<b>DCCNCS</b>	GDCC, UDC, OPGD	2004	
Decide conference program, including guest speakers, special events, and other events.	<b>DCCNCS</b>	GDCC, UDC, OPGD	2004	
Outreach to community for promotion of conference and recruitment of participants.	<b>DCCNCS</b>	UDSP Partners	2004	
Write and distribute a final report of program and outcomes from conference.	<b>DCCNCS</b>	GDCC, OPGD, UDC	2005	

**Targeted Outcomes:**

- Action plan created for conference preparation.
- Final report on citywide conference on service and volunteerism printed and distributed.

<b>Work together to develop a unified plan for participating in the national days of service.</b>	<b>DCCNCS</b>	<b>GDCC</b>		
Identify current coordinators of national service days.	<b>DCCNCS</b>	<b>GDCC</b>	2002	
Convene leaders to share ideas and collaboration methods.	<b>DCCNCS</b>	<b>GDCC</b>	2002	
Decide on unified approach to enhance purpose and benefits of national days of service.	<b>DCCNCS</b>	<b>UDPS Partners</b>	2002	
Create a targeted marketing message based on shared thoughts of leaders.	<b>DCCNCS</b>	<b>UDPS Partners</b>	2003	

**Targeted Outcomes:**

- Streamlined marketing approach that increases understanding and participation in national days of service.

<b>Support engagement of faith based organizations in volunteerism activities and national service.</b>	<b>DCCNCS AFC</b>	<b>UDSP Partners</b>		
Develop and continually update a comprehensive database of faith based organizations in District.	<b>DCCNCS AFC</b>	<b>UDSP Partners</b>	DONE	
Host a forum to bring organizations together on issue of service.	<b>DCCNCS AFC, OPGD</b>	<b>UDSP Partners</b>	DONE	

**Targeted Outcomes:**

- Certain percentage of forum participants indicating they have an increased understanding of national service resources.

<b>Create a District-wide, coalition-led marketing campaign to encourage community engagement and service.</b>	<b>DCCNCS</b>	GDCC	DONE	<i>A comprehensive marketing plan was created, and is in the process of being implemented, by a private vendor.</i>
Inventory current resource guides.	<b>DCCNCS</b>	NA	2003	
Research effective communication tools (newsletters, Pepco bills, Metro, etc.) for outreach purposes.	<b>DCCNCS</b>	NA	2003	
Outreach to community and faith based organizations to effectively inform them of volunteer programs.	<b>DCCNCS</b>	UDPS Partners	2003	
Coordinate community groups and the city around recognition of volunteers and celebrating service.	<b>DCCNCS</b>	GDCC	2003	

**Targeted Outcomes:**

- Increase in registration of new volunteers.